



GTM Payroll Services Inc.
7 Executive Park Drive
Clifton Park, NY 12065
www.GTM.com
518.373.4111

Client Profile: Capital District Youth Soccer League

Company Overview

In business since 1980, the Capital District Youth Soccer League (CDYSL) features 58 soccer clubs in a 50-mile radius of Albany. Their administrative office in Albany provides support for all the teams, processing paperwork and insurance, and setting each club's schedules. The CDYSL administrative office employs 4 part-time workers year-round, as the league now offers programs during all four seasons.

Company Goals - Issues Needing Resolution

The CDYSL was not happy with their previous provider, a national payroll service. They found it difficult to communicate with customer support; the CDYSL office changed addresses several times and the payroll provider continued to send things to old addresses. Plus they did not receive timely support for technical issues, with long delays in getting a response.

GTM's Solution

By assigning a dedicated Account Manager to CDYSL, GTM was able to provide reliable service and support when needed.

What They Have To Say

Italo Carcich, League Operations Director at CDYSL, has found GTM's support staff to be exactly what they needed. "The availability of GTM's service team has been fantastic. We submit our payroll every two weeks, and we're not so tech-savvy, so sometimes there are errors. Our rep always calls us right away without delay to fix any issues. When issues arise and I'm not in the office, anyone else can contact GTM and get a resolution immediately."

"We have a small payroll but GTM handles it like they do for businesses of all sizes - timely, efficiently, and accurately. This is exactly what we need from our payroll provider and we've been extremely pleased with GTM's service and support."



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